dixell EMERSON

XCENTER

QUICK INSTALLATION AND USER GUIDE

(v. 2.0)

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1. GENERAL DESCRIPTION

Congratulations on having purchased this software.

XCenter is a software suite for the collection and remote management of the alarms in your plants.
Designed and developed to provide a flexible, reliable and user friendly solution to constantly monitor plants located in various areas.
XCENTER simplifies and improves customer service by guaranteeing that alarms, website communication and resource management in the event of intervention are continuously monitored.
XCENTER can monitor an unlimited number of plants and devices and is therefore adaptable to every requirement.

- Modular software is installed on a PC server and communicates with clients (XWEB and remote PC systems)
- Can be interfaced with third party alarm systems
- Oracle® Database allows optimal management of thousands of individual devices
- Alarms and data archive deriving from on site installations, available to all clients
- Simple and intuitive user interface
- Geographical map indicating the location and status of the plants
- Sending commands to on site instruments
- Configuration of alarms and priorities
- Alarm reports via e-mail and/or SMS
- Management of resources to be activated in the event of an alarm
- Management of graphical and tabular statistics
- Connection between XCENTER and devices via internet (using standard TCP/IP SNMP protocol) or via a telephone line (dial-up through an internet provider)
- Open framework for specific software packages to be added (stock management, invoicing, etc.)

XCenter consists of:

- XCenter Server software that manages communication to the plants and data storage
- XCenter Client software that provides the user with an interface to configure and consult the acquired data.

2. Package contents

Open the package carefully and keep all its contents for future use.

The package contains:

- A CD-ROM with XCenter Client and XCenter Server software
- A leaflet with the activation codes
- This quick installation and configuration guide

3. Minimum system requirements

3.1 Server and Client Computers

XCenter can manage different Clients-Server connection combinations
Client-Server installed on the same computer: the client requests information directly from the server installed on the same computer
Intranet: XCenter Client connects to XCenter Server via a LAN network
Internet: XCenter Client connects to XCenter Server via an internet network. The server must have a static public IP address.

The following are the minimum requirements for the computers that will host XCenter Server and XCenter Client.

- CPU : Pentium IV
- RAM : 1 GB
- Hard Disk : 100 GB
- Ethernet Network
- Static IP (public IP if reachable via Internet)
- Modem : optional
- Internet Explorer 5.5

Operating systems

- Windows XP Professional, latest SP
- Windows 2003 Server, latest SP
- 32-bit Windows 2008 Server, latest SP
- 32-bit Microsoft Windows 7, latest SP

**********ATTENTION:** Any firewall programs must be disabled or configured correctly.
Certain Anti-Virus programs can stop XCenter services and/or disable ports that are required by the software.
No other WEB (e.g. IIS), FTP or SMTP (e-mail) server must be running **********

3.2 Network configuration

Ports that must be open and forwarded to routers and firewalls

XCenter Server

PORT	TYPE	SERVICE
162	UDP	SNMP – receiving alarms
21	TCP	Receiving data-log
25	TCP	Sending e-mails
110	TCP	Receiving emails
80	TCP	HTTP
1023-1123	TCP	Data
48745	TCP+UDP	Server Port TCP
42605	UDP	Client Port UDP
1521	TCP	Oracle listner
3460	TCP	Proxy

XCenter Client

PORT	TYPE	SERVICE
21	TCP	Receiving data-log
80	TCP	HTTP
1521	TCP	Oracle listner
3460	TCP	Proxy

XWEBs

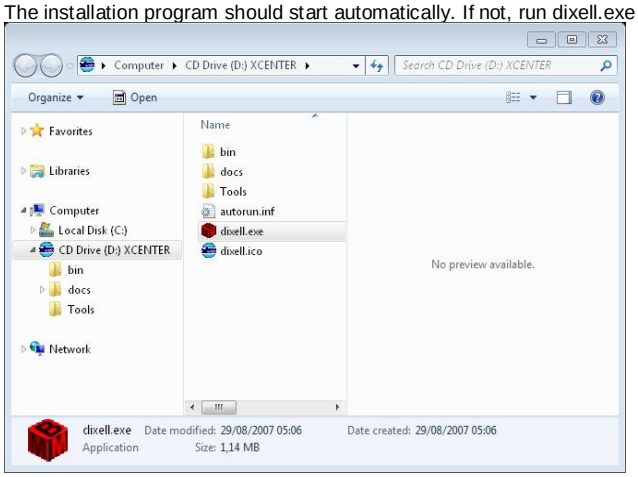
PORT	TYPE	SERVICE
21	TCP	Sending data-log
80	TCP	HTTP
162	UDP	SNMP Trap alarms

4. Installing XCenter Server

********** **ATTENTION:** The user must have Administrator rights to install XCenter *********

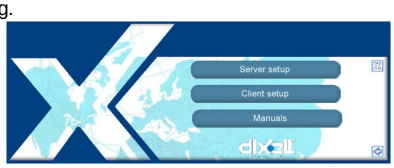
Insert the installation CD and have the “Product key” ready

The installation program should start automatically. If not, run dixell.exe from the CD.



The installation interface window opens.
XCenter is only available in English. This menu allows the user to select the language for the subsequent installation steps.

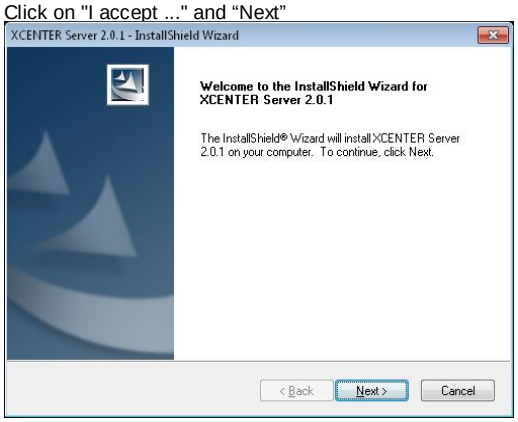
Select the language by clicking on the desired flag.

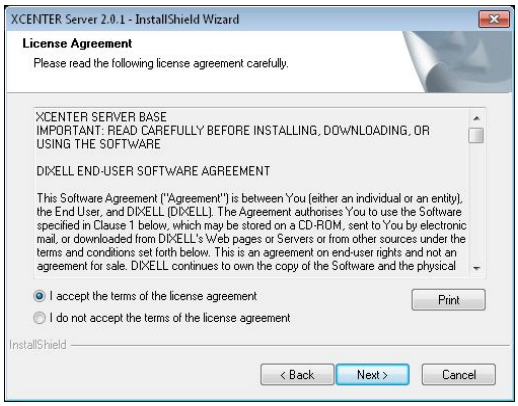


Select “**Server setup**” to install XCenter Server

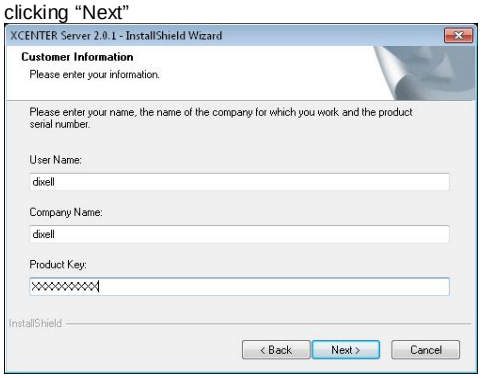
4.1 Installing XCenter Server

Click “Next” to proceed. The terms of the license agreement must be accepted in the following screen to proceed with the installation. Click on "I accept ..." and “Next”

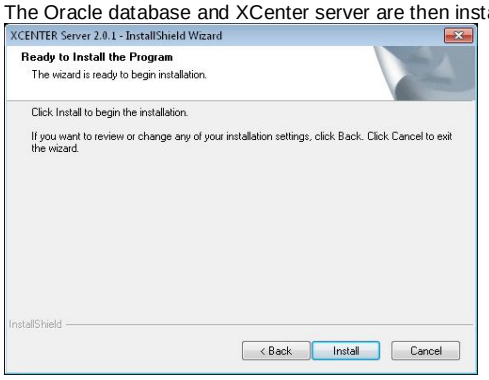




Enter the user name associated with the XCenter Server license and the “Product key – SERVER” provided in the leaflet. Proceed by clicking “Next”



The Oracle database and XCenter server are then installed. Click on “Install”

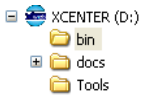


Once installation is complete, XCenter is launched and a new icon

appears on the Desktop.
Double-click “XCENTER Setup” to run the server configuration interface.

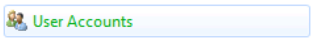
Perform the following before proceeding with the XCenter Server configuration:

- Validate the license
- Update the program with Service Pack 3 (SP3) and the patch in the "bin" folder on the CD.

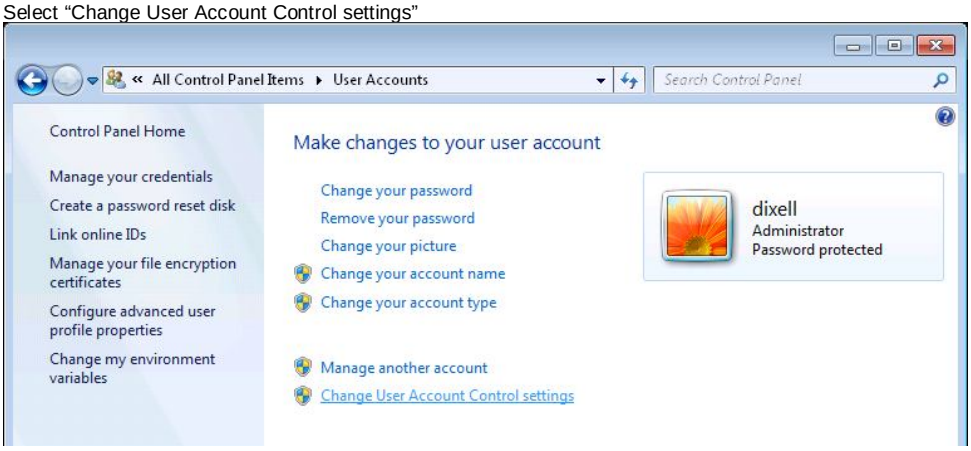


The “XCENTER_201_ServicePack3.exe” and “XCENTER_201_XCNOTIFER_PATCH.exe” files are found in the "bin" folder. Copy these to the computer in the “C:\XCENTER” folder

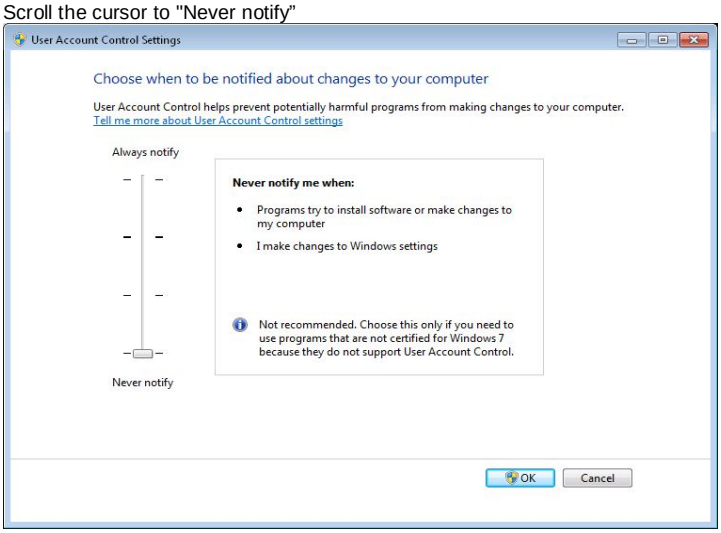
4.1.1 If you are using Windows 7:

Go to the Windows “Control Panel” and select 

Select “Change User Account Control settings”



Scroll the cursor to "Never notify”



Launch

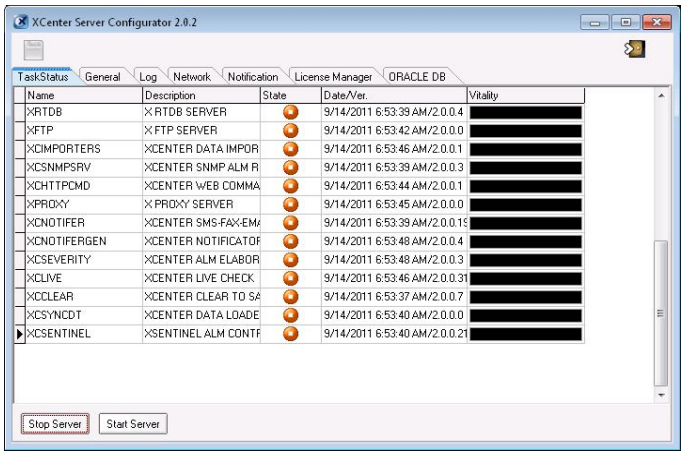
to validate the license and stop all the services to install the update.

The User name and Password must be entered in the XCenter Setup dialog box to proceed.

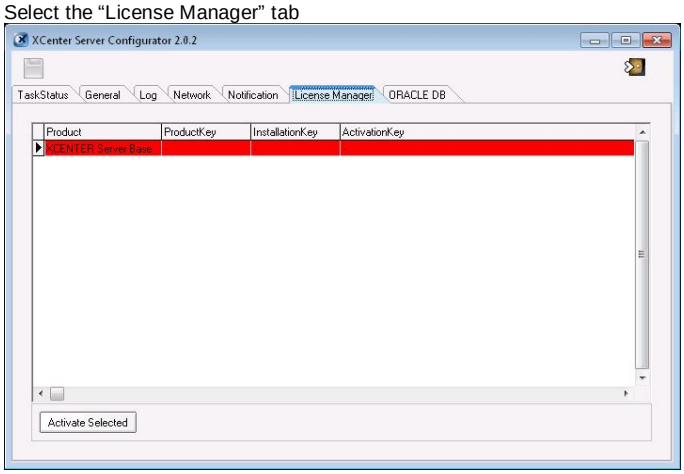
Pay attention to the case

Username: **Administrator**
Password: **admin**

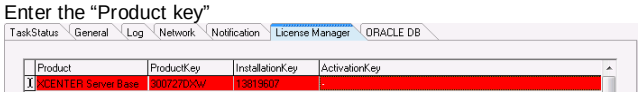
A window then appears indicating the running services; click on Stop Server and wait for all the services to be stopped:



Select the “License Manager” tab



Enter the “Product key”



The “Installation Key” is then automatically displayed

Both the “Product Key” and “Installation Key” must be forwarded via e-mail to Dixell at dixell@emerson.com.
Dixell shall duly provide the “Activation Key” via e-mail, required to unlock XCenter Server once the 30 days from installation elapse.
All XCenter functions can still be used during the first 30 days.
Once the 30 days elapse, if the program has not been activated, XCenter Server will block all its services.

Insert the “Activation Key” and click on Activate Selected.

The row will turn green if the codes are correct and the license is active.

Save the configuration and close the window.

4.2 Installing the Service Pack 3 (SP3) update

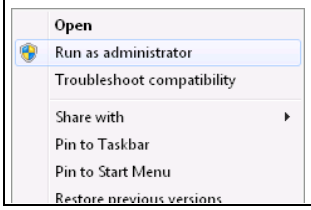
4.2.1 For all versions of Windows:

Go to the “C:\XCENTER” folder and double click on “XCENTER_201_ServicePack3.exe” to run the program

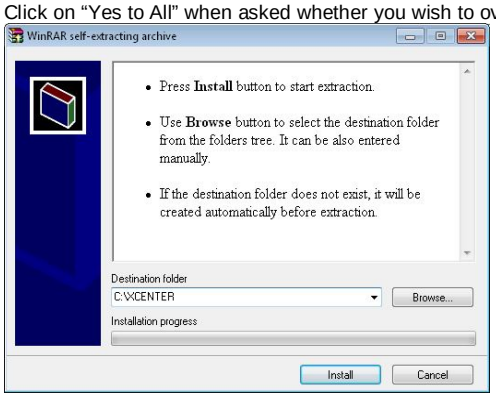
4.2.2 If you are using Windows 7:

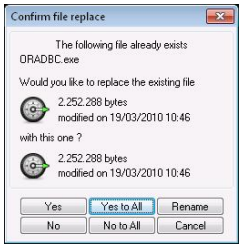
Right-click on

and select “Run as administrator”



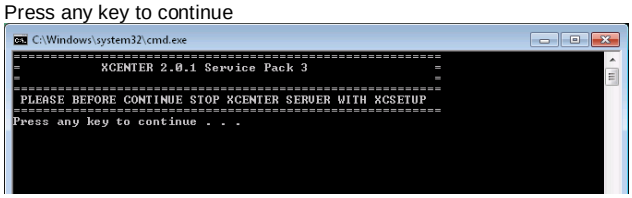
Click on “Yes to All” when asked whether you wish to overwrite the files



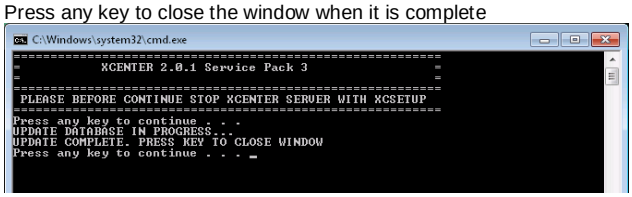


The “install_sp3.bat” file is created in the XCENTER folder once this procedure is completed; double click it to run the program.

Press any key to continue



Press any key to close the window when it is complete



4.3 Installing the Notifier Patch update

Return to the XCENTER folder and run “XCENTER_201_XCNOTIFER_PATCH.exe”
Click on “Yes to All” when asked whether you wish to overwrite the files

The “install_notif_patch.bat” file is created in the XCENTER folder once this procedure is completed; double click it to run the program.

When prompted, press any to continue and when prompted once again, press any key to complete the procedure.

5. Configuring XCenter Server

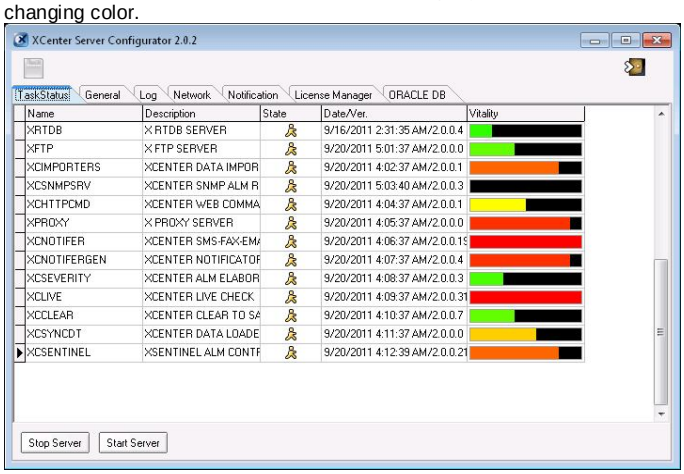
The XCenter Server must then be configured.

Access the interface by launching

Log in by entering the username and password.

The “Task Status” window appears and displays the operating status of the XCenter services.

XCenter Server runs smoothly if all the displayed services are running regularly. This is noted immediately via the icon, which indicates that the service is active and via the “progress bars” , which indicate the performance of the service by gradually changing color.

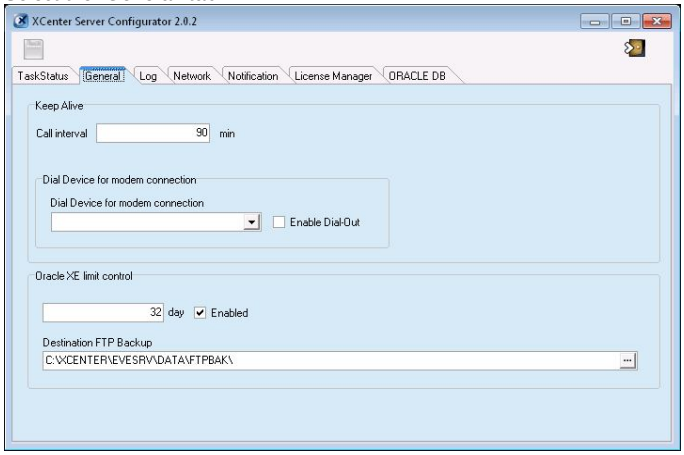


Service is active

Service is closed

Service is stopped

Select the “General” tab



5.1.1.1 Keep Alive

All the plants registered in Center are called at regular intervals to verify their status.
These calls are made at regular intervals, which are imported from the “Call Interval” parameter. This applies to all the equipment.

5.1.1.2 Dial Device for modem connection

Some Equipment can be connected to the network and to XCENTER via an analog modem Dial Up connection.
In this case, Keep Alive must contact the device via the telephone.
Select a modem in the “Dial Device For Modem Connection” drop-down menu and press the Enable key for the server to use the selected modem and the relative line connected to it to run the Keep Alive functions. The modem must be previously configured via the Windows Control Panel. Refer to the modem's instructions for proper installation and configuration.

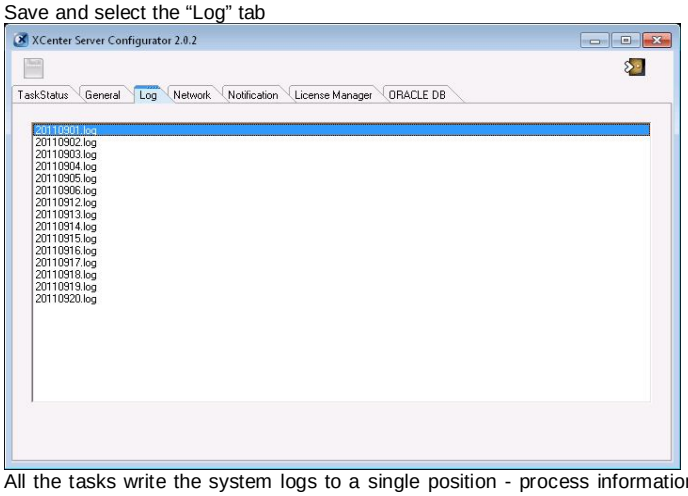
5.1.1.3 Oracle XE limit control

This version of XCENTER can manage a database of up to 4GB.
Server performance is enhanced by saving the data that each XWEB sends to XCenter for the period of time set in the “Oracle XE Limit Control” parameter. Once this time elapses, all the data is moved to the “Alarm History” section.
The configuration of this parameter is important as it decides how long the data must be kept online for, thereby affecting server performance. Modify the parameter according to the total number of daily alarms.

5.1.1.4 Destination FTP Backup

Do not modify

Save and select the “Log” tab



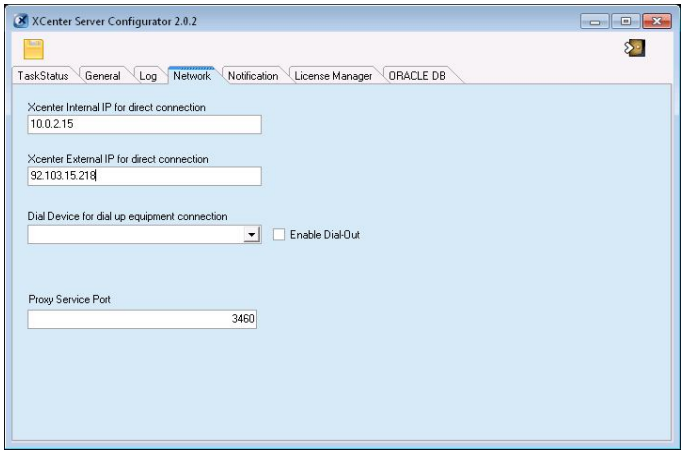
All the tasks write the system logs to a single position - process information as well as errors. A new log file is created every day, which appears in the list of files and can be viewed by double-clicking it. The file is loaded on the right side of the form.

The files are found in the C:\XCENTER\EVESRV\DATA\LOG directory.

- yyyymmdd.log are the general logs
- trapyyymmdd.log are the logs of the received alarm traps.

The files are in ASCII Unicode table format and can be opened with Excel or other applications to be filtered or analyzed.

Save and select the “Network” tab



This part of the configuration is very important for the XCENTER server to work properly. In fact, the public or private IPs are entered here, which shall be communicated to the various XWEBs that will subsequently use them to communicate the alarms.

5.1.1.5 Xcenter Internal IP for direct connection.

If your equipment and the XCenter server both form part of a local network, the system will communicate this address to XWEB as an XCenter base (the server will discriminate according to the XWEB configuration and the private network flag set during the “equipment” configuration with XCenter Client).

5.1.1.6 Xcenter External IP for direct connection.

This is the default address that is sent to XWEB as the address to reach XCENTER.

5.1.1.7 Dial device for dialup equipment connection

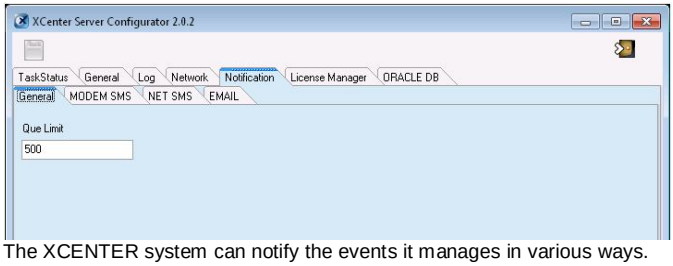
When an XWEB is connected to the network via an analog modem, the connection requested by XCenter to the monitoring unit is made via a telephone call. This parameter can be the same as that selected for the Keep Alive and can therefore use the same telephone line. Pay attention to the total load of the telephone line and possibly use a separate one for the alarms.

5.1.1.8 Proxy Service Port

The XCENTER system allows the user to connect directly to remote XWEBs via an http connection.
These XWEBs can be accessed via internet, however, the client may not have direct access. In this case, XCenter Server can act as a proxy server: enter a valid port number and specify the same port number in the XCenter Client “Proxy connection" configuration.
Such a configuration allows the client to connect in a transparent manner to the XWEBs via internet.

Save and select the “Notification” tab

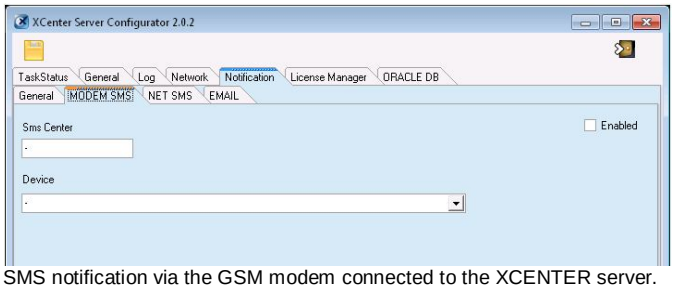
5.1.1.9 GENERAL



The XCENTER system can notify the events it manages in various ways.

Que limit
Set the maximum number of alarm notifications that can be queued by XCenter to be sent.
If the queue of messages exceeds this limit, the recipients of these messages will receive a specific notification regarding the exceeded number of pending messages that concern them and they will have to connect to XCenter for the details. The queue is then emptied, eliminating the notifications.
The notifications are then managed as normal.

5.1.1.10 MODEM SMS

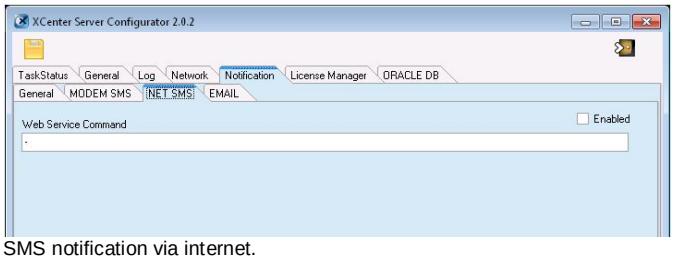


SMS notification via the GSM modem connected to the XCENTER server.

SMS Center:
number of the message center of the operator relative to the SIM inserted in the modem (the operator selection and the list of numbers of the message center is beyond the scope of this guide).

Device
select the COM serial port or USB address in which the modem is installed

5.1.1.11 NET SMS



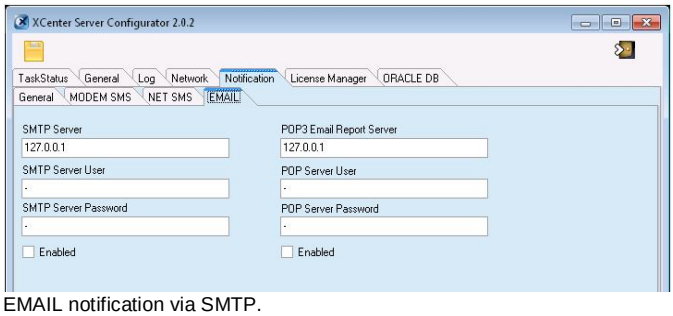
SMS notification via internet.

Web service command
In this case, the http command must be entered for the service to be used, by replacing the two basic parameters and indicating the recipient number and message, both of which are between square brackets:

- [number] represents the GSM telephone number
- [message] represents the message to be sent.

The SMS service is managed by Netech S.r.l. Open http://www.netech.it/ir_smsalert to register a new account.
The cost of the service depends on the number of messages purchased.

5.1.1.12 EMAIL



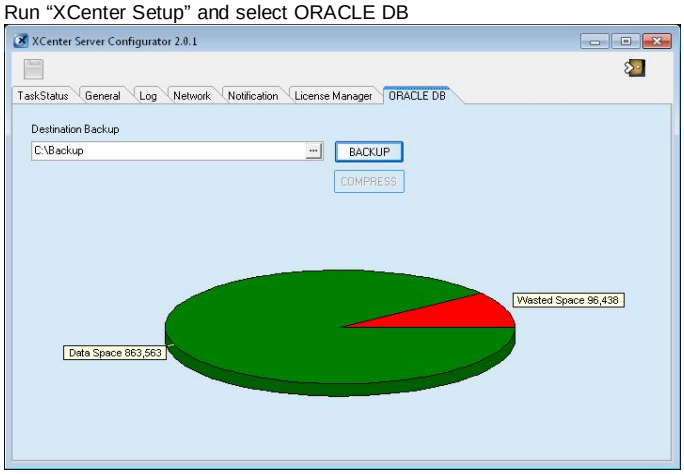
EMAIL notification via SMTP.
The administrator must enter the e-mail service management parameters to allow XCenter to send and receive e-mails. These parameters are provided by the ISP.

5.2 Running a Back-up

It is good practice to run a server back-up once installation is complete.

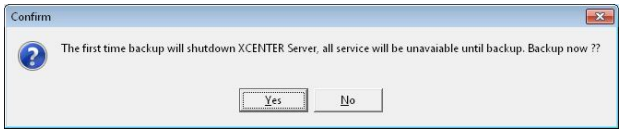
Create an empty folder in C:\ e.g. C:\Backup
Attention: do not use spaces or special characters in the folder name

Run “XCenter Setup” and select ORACLE DB



Locate and select the Backup folder that has just been created, in the “Destination Backup” drop-down menu.

Click on “Backup”.
All the XCenter services currently running are closed until the backup is complete. Click on “Yes” when the alert window appears.

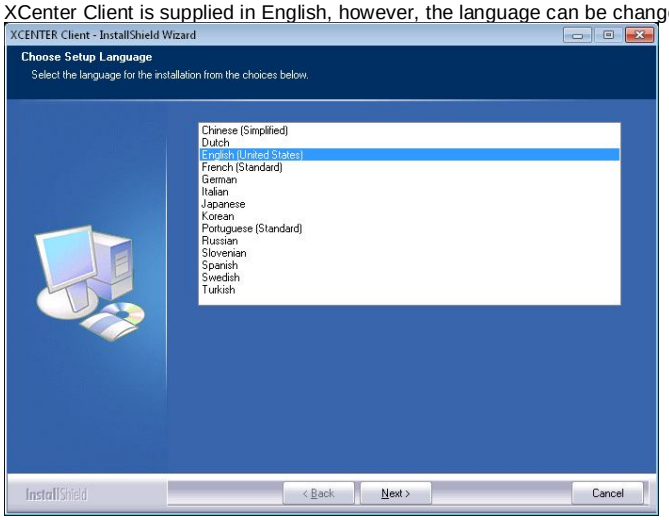


Once the backup is complete, verify that all the services are running in the “Task Status” window

6. Installing XCenter Client

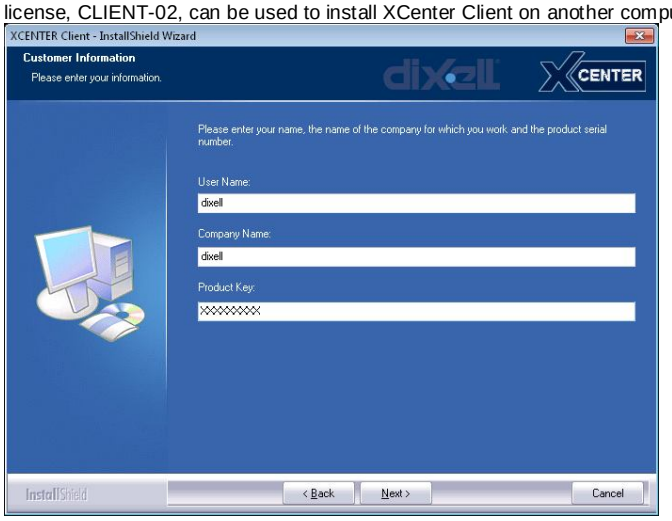
Select “Client Setup” to install XCenter Client

XCenter Client is supplied in English, however, the language can be changed for the installation information.

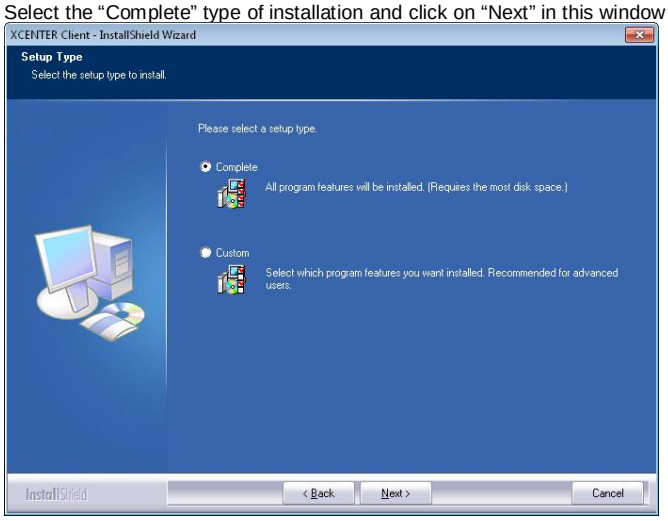


The terms of the license agreement must then be accepted to proceed with the installation.
Click on "I accept ..." and “Next”

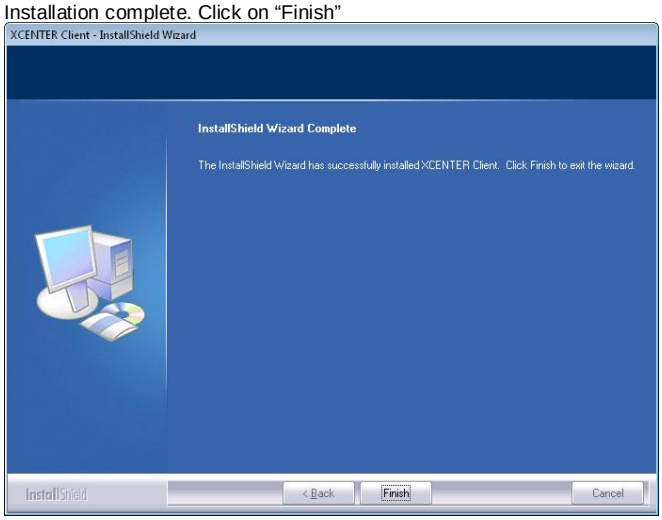
Enter the user name associated with the XCenter Client license and the “Product key - CLIENT-01” provided in the leaflet. The second license, CLIENT-02, can be used to install XCenter Client on another computer. Proceed by clicking “Next”.



Select the “Complete” type of installation and click on “Next” in this window and the next.

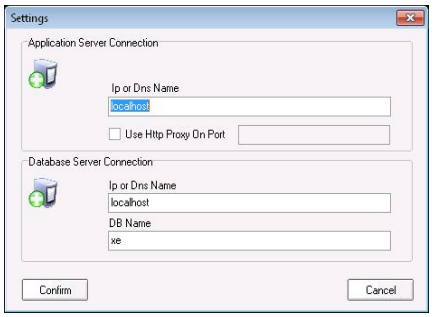


Installation complete. Click on “Finish”



The license is validated in the next step: run XCenter Setup by double-clicking on the

icon that has just been created on the desktop.

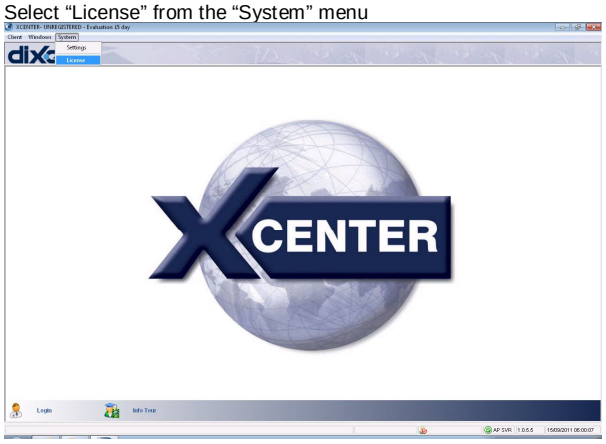


XCenter Client asks to communicate with XCenter Server to configure the plants and manage the alarms. The XCenter Server IP address must be specified in this dialog window.
If XCenter Client is installed on the same computer as the Server, simply indicate "localhost".

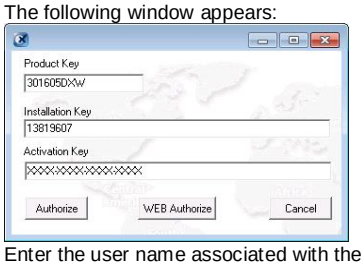
DB Name: do not modify, leave it as "xe"

If the connection configuration is correct, XCenter Client completes start-up and displays the following window. The license must then be validated.

Select “License” from the “System” menu



The following window appears:



Enter the user name associated with the XCenter Client license and the “Product key – CLIENT 01” provided in the leaflet.
The “Installation Key” is generated automatically.

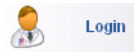
The “Activation Key” is provided by simply clicking on “WEB Authorize” (the computer must be connected to internet). XCenter Client connects to the Dixell license management server producing and providing the client with the “Activation Key”, required to unlock the license.

Alternatively, ask Dixell for this code.
Both the “Product Key” and “Installation Key” must be forwarded via e-mail to Dixell at dixell@emerson.com. Dixell shall duly provide the “Activation Key” via e-mail, required to unlock XCenter Client once the 30 days from installation elapse.
All XCenter functions can still be used during the first 30 days.
Once the 30 days elapse, if the program has not been activated, XCenter Client will not be able to connect to XCenter Server.

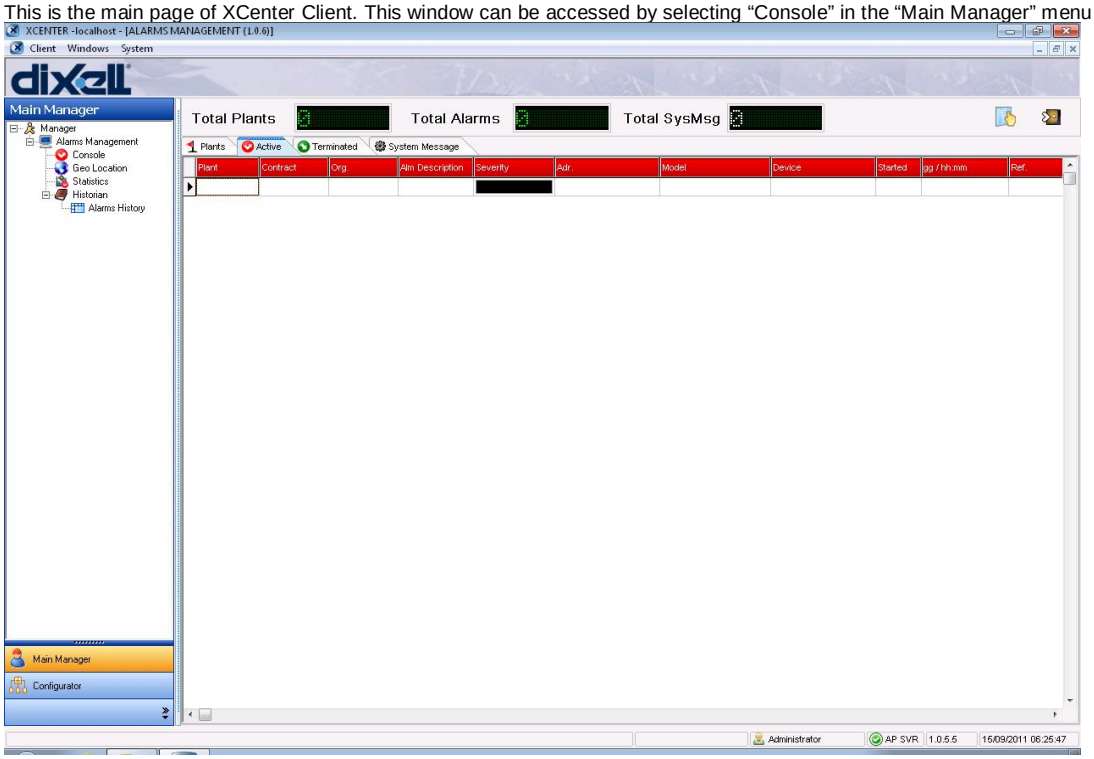
Close the window and return to the start-up page.

7. Configuring XCenter

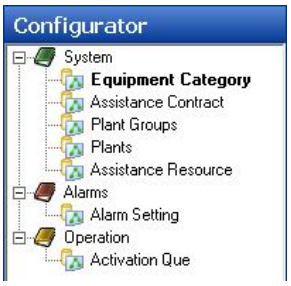
Click on “Login” to access the plant configuration and alarms management pages.



This is the main page of XCenter Client. This window can be accessed by selecting “Console” in the “Main Manager” menu on the left.

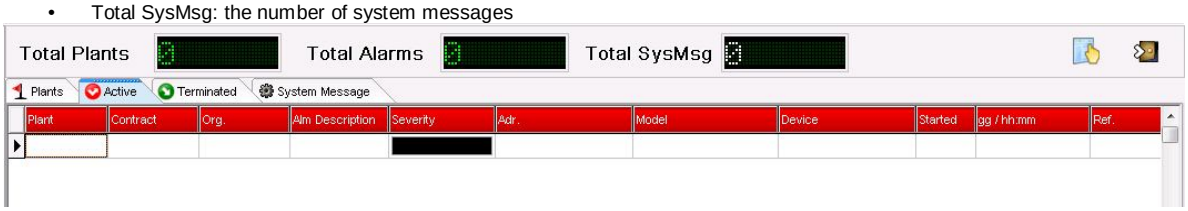


The “Main manager” user commands are found in the menu on the left of the page (below left), whereas the “Configurator” commands are found in the menu at the bottom on right side.



The middle panel indicates:

- Total Plants: the total number of configured sites
- Total Alarms: the total number of currently active alarms
- Total SysMsg: the number of system messages



The “Plants” tab indicates the list of all the sites controlled by XCenter

Plants | Active | Terminated | System Message

Plant	Prefix	Description	Contract	Group	Act. Alarms	Last Alarm	Connection
BestShop store #1	11	BestShop store #1, ground floo, 3500 sm	24/7	Group 1			

Click on the “Active” tab for the list of all the active alarms of all the controlled plants to be displayed.

Plants | Active | Terminated | System Message

Plant	Contract	Org.	Alm Description	Severity	Adr.	Model	Device	Started	gg / hh:mm	Ref.
BestShop store #1	24/7 Service		Device offline		10	XR570C	K= General Coldroom	07/08/2011 13:16:33	43 / 18:46	BS01/13/2011
BestShop store #1	24/7 Service		Device offline		8	XR570C	H= Low Meats A&B	07/08/2011 13:16:31	43 / 18:46	BS01/14/2011
BestShop store #1	24/7 Service		Device offline		7	XR570C	G= High Meats A	07/08/2011 13:13:34	43 / 18:49	BS01/1/2011
BestShop store #1	24/7 Service		Device offline		6	XR570C	F= Fruit & Veg	07/08/2011 13:13:33	43 / 18:49	BS01/2/2011
BestShop store #1	24/7 Service		Device offline		5	XR570C	E= Processed Meats	07/08/2011 13:13:32	43 / 18:49	BS01/3/2011
BestShop store #1	24/7 Service		Device offline		4	XR570C	D= Upright Dairy Chiller	07/08/2011 13:13:31	43 / 18:49	BS01/4/2011
BestShop store #1	24/7 Service		Device offline		3	XR570C	C= Yoghurt Chiller	07/08/2011 13:13:30	43 / 18:49	BS01/5/2011
BestShop store #1	24/7 Service		Device offline		2	XR570C	B= Margerine Chiller	07/08/2011 13:13:29	43 / 18:49	BS01/6/2011
BestShop store #1	24/7 Service		Device offline		1	XR570C	A= Gondola End Chillers	07/08/2011 13:13:28	43 / 18:49	BS01/7/2011
BestShop store #1	24/7 Service		Device offline		15	XR570C	CC=Glass Door Freezer C	07/08/2011 13:13:27	43 / 18:49	BS01/8/2011
BestShop store #1	24/7 Service		Device offline		14	XR570C	BB=Glass Door Freezer B	07/08/2011 13:13:26	43 / 18:49	BS01/9/2011
BestShop store #1	24/7 Service		Device offline		12	XR570C	M= Fruit & Veg Prep	07/08/2011 13:13:25	43 / 18:49	BS01/10/2011
BestShop store #1	24/7 Service		Device offline		11	XR570C	L= General Coldroom	07/08/2011 13:13:24	43 / 18:49	BS01/11/2011
BestShop store #1	24/7 Service		Device offline		9	XR570C	J= Butchery Coldroom	07/08/2011 13:13:23	43 / 18:49	BS01/12/2011

The following are displayed:

- Plant: Name of the plant where the alarm derives from
- Contract: Type of contract associated with the plant
- Orig.: Origin of the alarm:
  - indicates an SNMP trap from XWEB to XCenter
  - indicates an alarm retrieved by XCenter in a different way (via keep alive, e-mail, etc.)
- Alm description: description of the alarm
  - On a white background: the alarm has been identified and restored
  - On a red background: the alarm has not yet been restored, the description is provided directly by the XWEB.
- Severity: severity of the alarm, determined when configuring the alarms
- Adr.: address of the instrument where the alarm derives from
- Model: type of instrument that has generated the alarm
- Device: description of the instrument
- Started: date and starting time of the alarm
- gg/hh:mm (dd/hh:mm): duration of the alarm
- Ref.: unique alarm identification code

Click on the “Terminated” tab for the list of all the restored alarms of all the controlled plants to be displayed.

Plants | Active | Terminated | System Message

Contract	Origin	Alm Description	Severity	Adr.	Model	Device	Started	Stop	gg / hh:mm	Ending	Ref.
24/7 Service		Device offline		10	XR570C	K= General Coldroon	20/09/20	20/09/201	0 / 00:03	Systop	BS01/27/201
24/7 Service		Device offline		8	XR570C	H= Low Meats A&B	20/09/20	20/09/201	0 / 00:03	Systop	BS01/28/201
24/7 Service		Device offline		7	XR570C	G= High Meats A	20/09/20	20/09/201	0 / 00:06	Systop	BS01/20/201
24/7 Service		Device offline		6	XR570C	F= Fruit & Veg	20/09/20	20/09/201	0 / 00:06	Systop	BS01/21/201
24/7 Service		Device offline		15	XR570C	CC=Glass Door Free	20/09/20	20/09/201	0 / 00:06	Systop	BS01/22/201
24/7 Service		Device offline		14	XR570C	BB=Glass Door Free	20/09/20	20/09/201	0 / 00:06	Systop	BS01/23/201
24/7 Service		Device offline		12	XR570C	M= Fruit & Veg Prep	20/09/20	20/09/201	0 / 00:06	Systop	BS01/24/201
24/7 Service		Device offline		11	XR570C	L= General Coldroon	20/09/20	20/09/201	0 / 00:06	Systop	BS01/25/201
24/7 Service		Device offline		9	XR570C	J= Butchery Coldroo	20/09/20	20/09/201	0 / 00:06	Systop	BS01/26/201
24/7 Service		Device offline		5	XR570C	E= Processed Meats	20/09/20	20/09/201	0 / 00:08	Systop	BS01/15/201
24/7 Service		Device offline		4	XR570C	D= Upright Dairy Chil	20/09/20	20/09/201	0 / 00:08	Systop	BS01/16/201
24/7 Service		Device offline		3	XR570C	C= Yoghurt Chiller	20/09/20	20/09/201	0 / 00:08	Systop	BS01/17/201
24/7 Service		Device offline		2	XR570C	B= Margerine Chiller	20/09/20	20/09/201	0 / 00:08	Systop	BS01/18/201
24/7 Service		Device offline		1	XR570C	A= Gondola End Chil	20/09/20	20/09/201	0 / 00:08	Systop	BS01/19/201

The following are displayed together with the above active alarm details:

- Stop: date when the alarm stopped
- Ending: what caused the alarm to stop

Click on the “System Message” tab for the list of all the system messages generated by XCenter to be displayed.

Plants | Active | Terminated | System Message

Category	Time	Plant	Message
	20/09/2011 04:31:57	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	20/09/2011 03:01:25	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	20/09/2011 01:31:04	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	20/09/2011 00:00:33	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 22:30:03	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 20:59:37	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 19:29:06	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 17:58:35	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 16:28:10	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 14:57:45	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 13:27:20	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 11:56:49	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 10:26:20	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 08:55:59	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 07:25:37	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 05:55:05	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 04:24:39	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 02:54:10	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1
	19/09/2011 01:23:47	BestShop store #1	Keep alive Request Failed to device XWEB500 IP: 10.100.97.114 XCode:1

The details available are:

- Category: single, system message
- Time: date and time the message is generated
- Plant: reference plant
- Message: message text

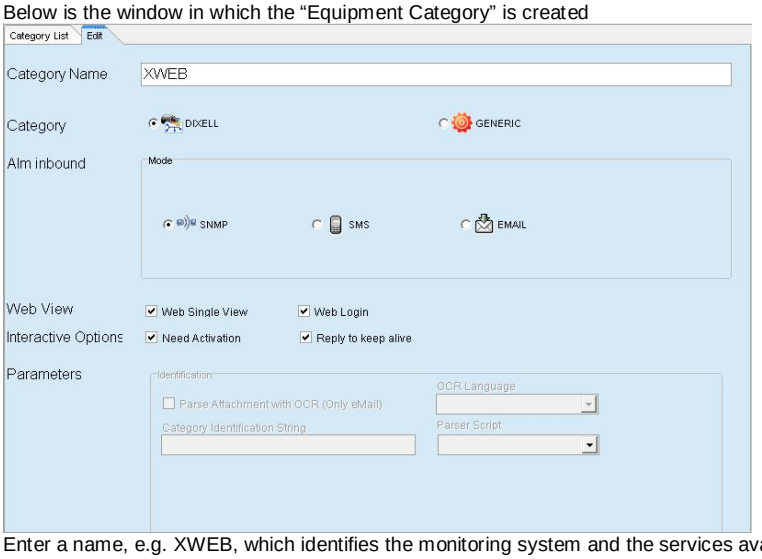
8. Configuring the plants

The type of monitoring system (Equipment) that is to be connected must be specified before anything else.
Select “Equipment Category”

8.1 Equipment category

The list is empty; click on to add Equipment

Below is the window in which the “Equipment Category” is created



Enter a name, e.g. XWEB, which identifies the monitoring system and the services available. In the case of XWEB Dixell, select:

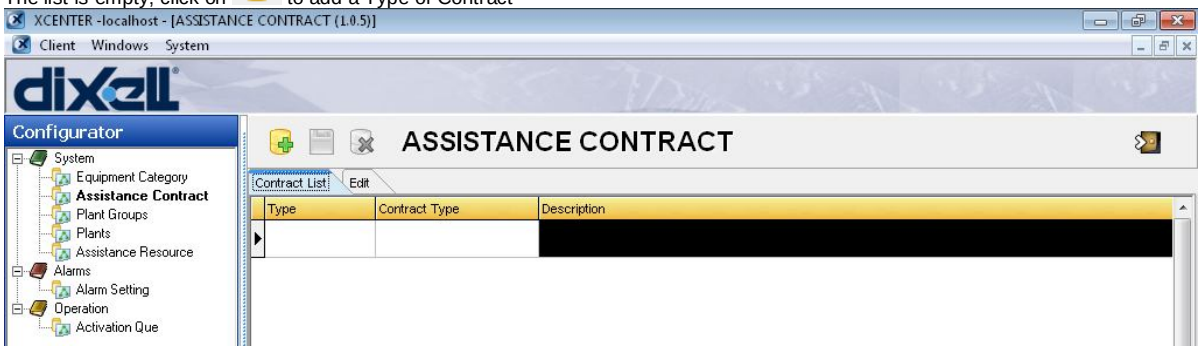
- Category: Dixell
- Alarm inbound: SNMP
- Web view:
  - select “Web Login” to allow XCenter to access XWEB directly
  - Select “Web Single View” to access the relative window of the instrument in alarm status
- Interactive options:
  - “Need Activation” must be selected to allow XCenter to send its connection configuration parameters to XWEB
  - Select “Reply To Keep Alive” to inform XCenter that the XWEB will manage the “Keep Alive” control function of the XWEB line and activity.

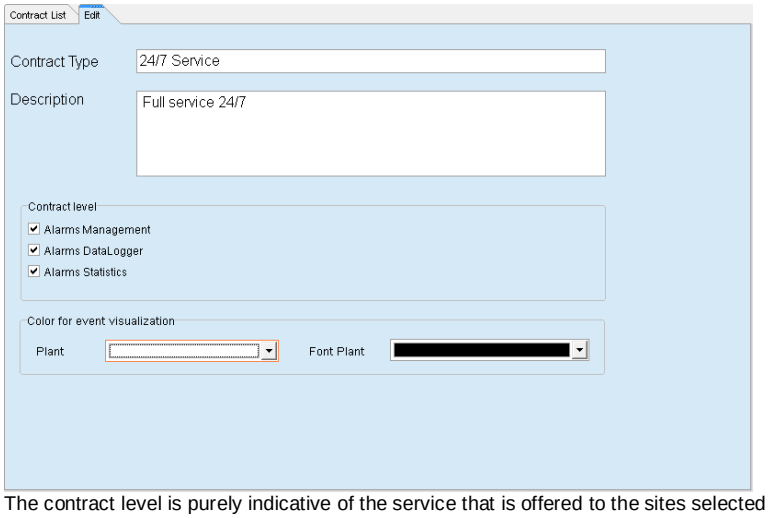
Save the configuration at the end

8.2 Assistance Contract

This configuration allows you to create a list of the types of contract that the XCenter manager can use. A type of contract is assigned to each plant, which highlights the services that are offered for site maintenance.

The list is empty; click on to add a Type of Contract



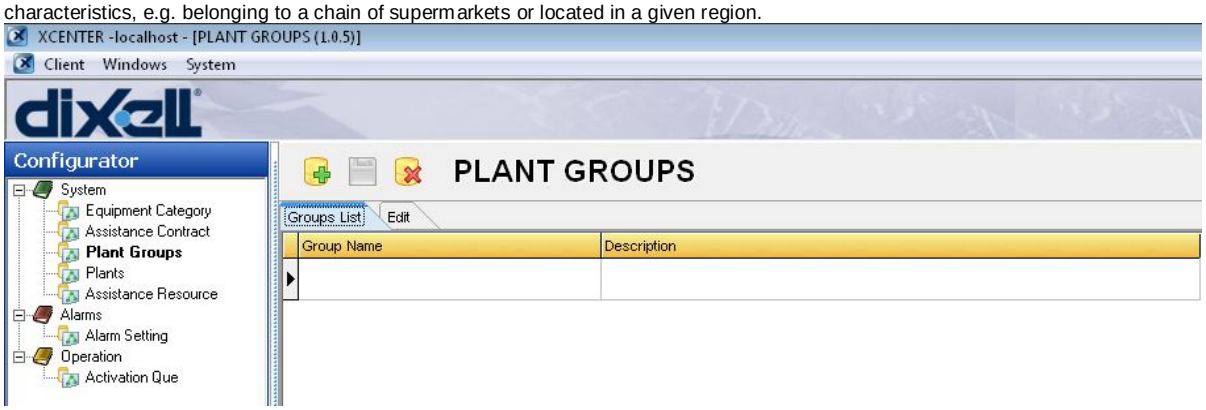


The contract level is purely indicative of the service that is offered to the sites selected for this type of contract.
"Color For Event Visualization" allows you to select the background and text colors of the alarms deriving from the plants selected with this type of contract and displayed in the main panel.

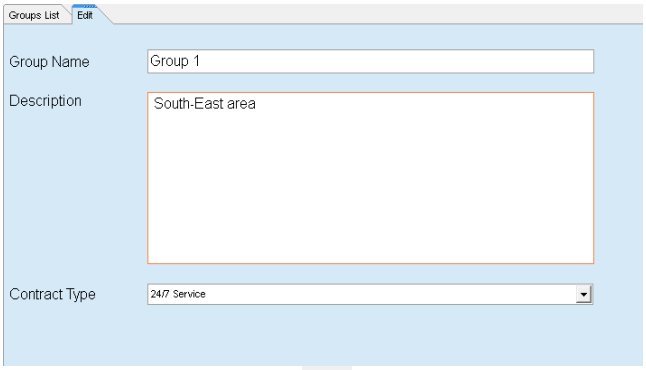
Save the configuration at the end

8.3 Plant Groups

This configuration allows you to create a list of plant groups that the XCenter manager can use to gather all the sites with common characteristics, e.g. belonging to a chain of supermarkets or located in a given region.



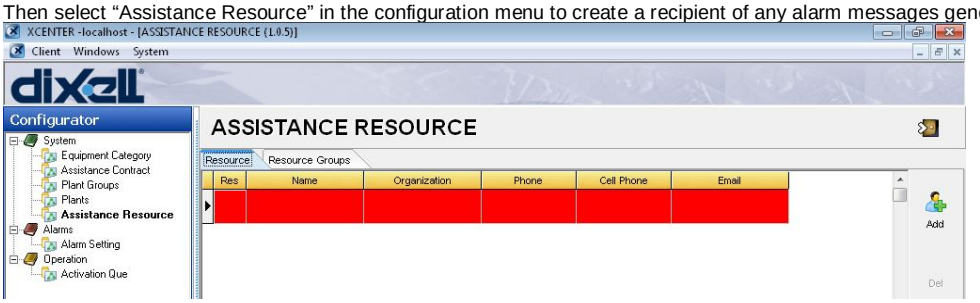
The list is empty; click on to add a group of plants and fill in the fields.



Save the configuration at the end

8.4 Assistance Resource

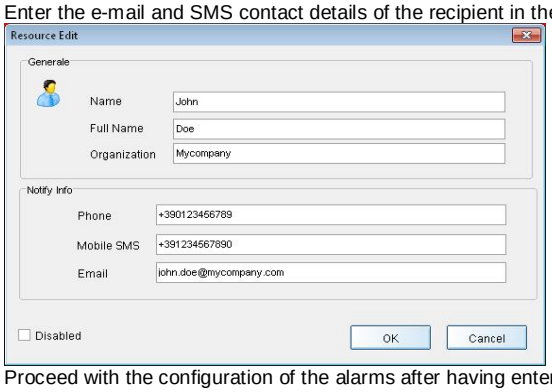
Then select “Assistance Resource” in the configuration menu to create a recipient of any alarm messages generated by XCenter



Click on

to add a recipient

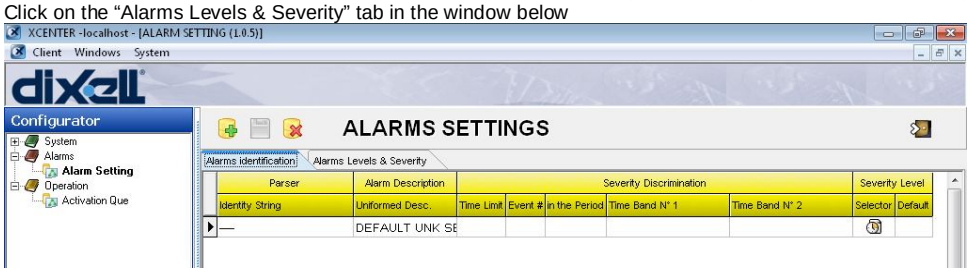
Enter the e-mail and SMS contact details of the recipient in the tab that opens



Proceed with the configuration of the alarms after having entered at least one contact.
Select “Alarm Settings” in the configuration menu

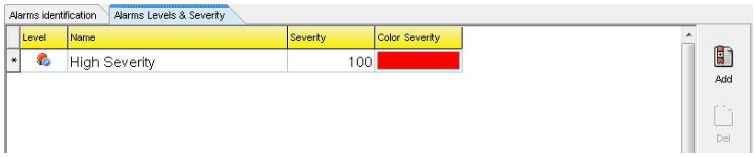
8.5 Alarm Settings

The alarms deriving from XWEB and from third party monitoring processes have different descriptions even though they indicate the same type of problem. XCenter can create its own list of alarms with a unique description and let you merge the alarms after having been identified and filtered.
All the alarms that are not recognized because they have not yet been identified are logged as “Default Unk[nown] Severity”. This occurs because a different severity and different recipients can be assigned to each alarm or type of alarms.
At first all the alarms will be set to “Default Unk Severity”, however, they can be assigned to a resource in any case.
Click on the “Alarms Levels & Severity” tab in the window below

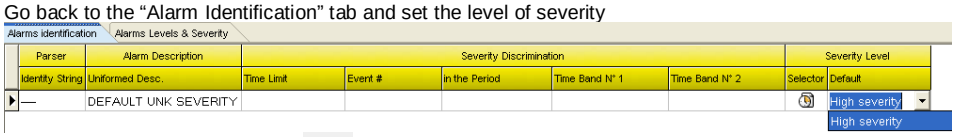


Double click the “Name” field and assign a description to the level of severity of the alarm.
A color code can also be assigned to the severity; usually red is assigned to those that are more serious.
Double click the Severity field and enter a number between 10 (green) and 100 (red). Black is assigned to numbers 0 to 9.

Click on Add to add a new severity level



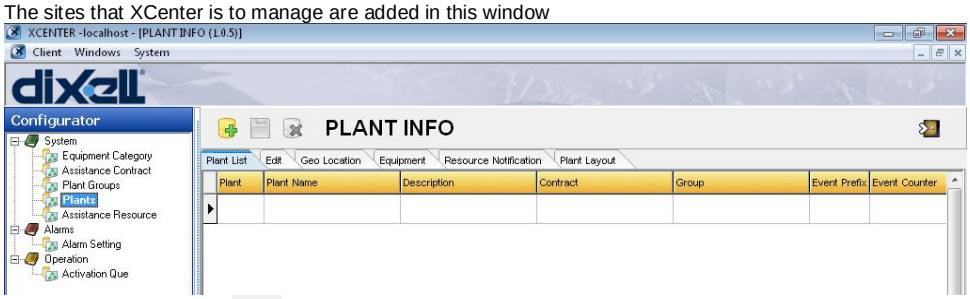
Go back to the “Alarm Identification” tab and set the level of severity



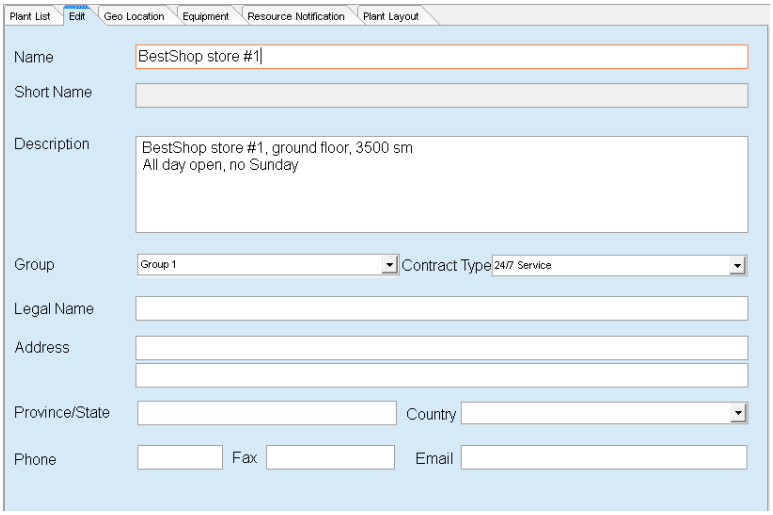
Save the configuration at the end

8.6 Plants

Select “Plants” in the configuration menu
The sites that XCenter is to manage are added in this window

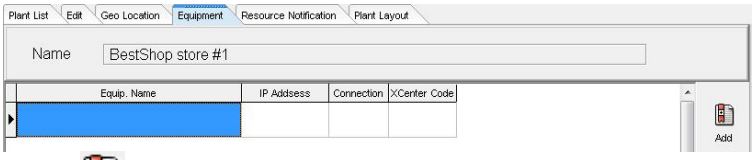


The list is empty; click on to add a group of plants and fill in the fields.

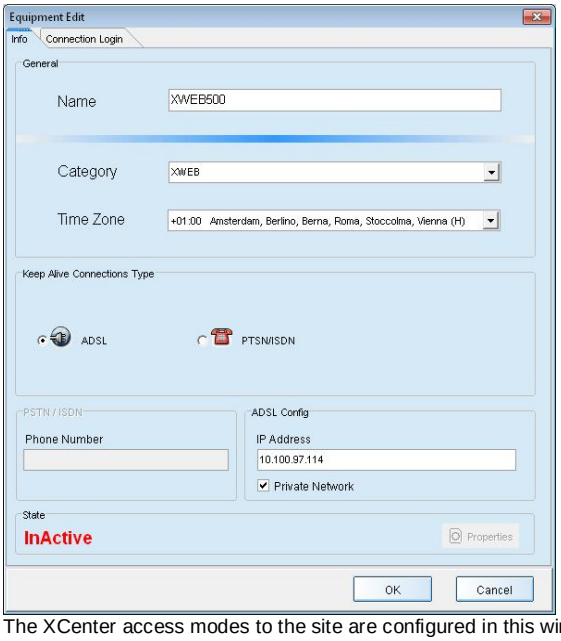


At least the “Name”, “Group” and “Contract Type” fields must be completed with the desired descriptions

Save the configuration and select “Equipment”



Click on to associate an Equipment to the site



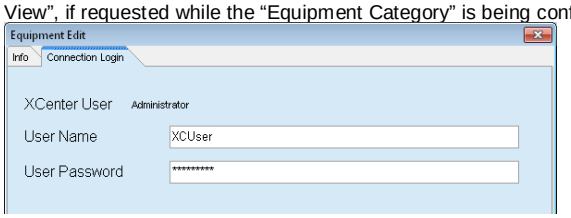
The XCenter access modes to the site are configured in this window

- Name: assign a description to the relative Equipment
- [Equipment] Category: Select a type of previously configured Equipment
- Time Zone: select the local time of the site
- Keep alive connection type: specify whether the equipment is connected via internet (ADSL) or via a modem (PSTN/ISDN)
- Phone number: telephone number to reach the modem of the site
- IP Address: IP address of the XWEB

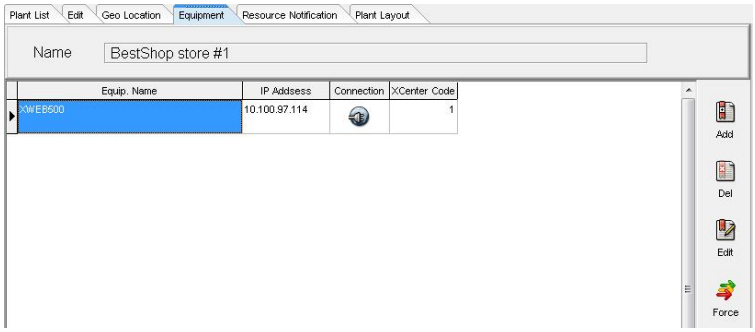
Press OK for the XWEB to be contacted by XCenter and configured for use.

If the procedure has been completed successfully, this window will indicate the status as

Select the “Connection Login” tab to set the username and password with which XCenter is to access XWEB to display the “Single View”, if requested while the “Equipment Category” is being configured.

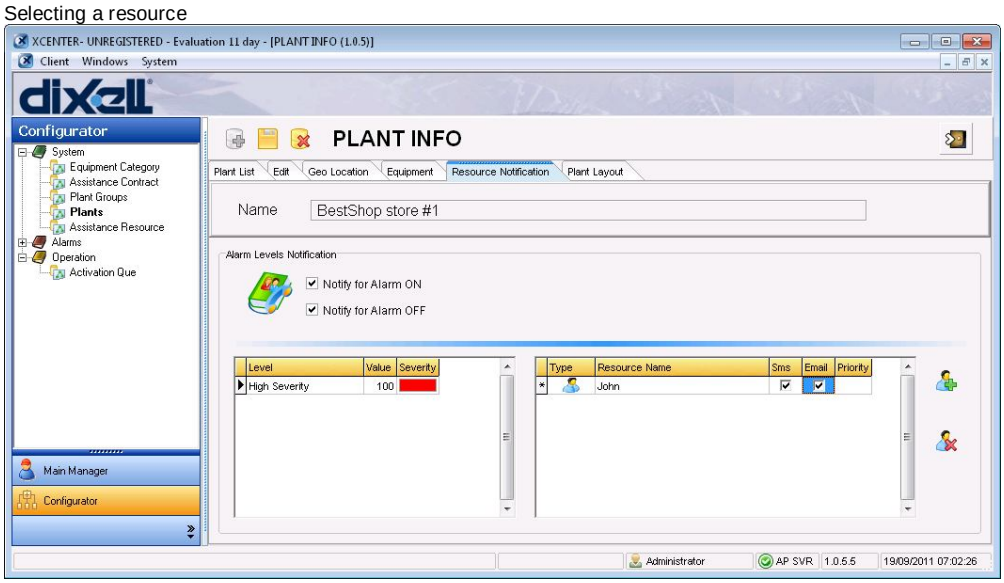


The site is now configured with the appropriate equipment. If the connection between XWEB and XCenter has not been successful, check the connection parameters by clicking on and try to send the configuration by clicking on



It is now possible to configure the recipients of the alarms for this plant
Click on the “Resource Notification” tab and tick the selections to be notified if any alarms are triggered, resolved or both.

Selecting a resource



Specify the available resources and levels of severity that are to be notified.

Save the configuration at the end

The XCenter Server is now ready to receive and manage the alarms.

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